



Appendix A

City of Lincoln Tenant Satisfaction Measures (TSMs) 2024/25

This document contains City of Lincoln Council's Tenant Satisfaction Measures performance data. So that tenants and members can review how City of Lincoln Council's performance compares with other social housing landlords, the 2024/25 year-end benchmarking information is provided below.

This benchmarking information is provided by Housemark, and compares the Council's performance to other social housing landlords in England. The legend below explains what this benchmarking information means:

Benchmarking (quartile)		<p>The council's performance is in Quartile 1 (top 25%)</p> <p>The council's performance is in Quartile 2 (top 50%)</p> <p>The council's performance is in Quartile 3 (top 75%)</p> <p>The council's performance is in Quartile 4 (bottom 25%)</p>
Benchmarking (median)		<p>The council's performance is above the median (top 50%)</p> <p>The council's performance is below the median (bottom 50%)</p>

**Please note, the Housemark quartiles (1-4) for the below measures were all 100% BS02, BS03, BS04, BS05*

Part 1: Tenant Perception Measures Performance Data

Q5e. Tenant perception measures		Outturn	Benchmarking (Housemark TSM year-end, 2024/25)
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	68.2%	
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	72.8%	
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	66.3%	
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	70.1%	
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	74.8%	
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	55.8%	
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	70.6%	
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	78.3%	
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	43.9%	
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	71.8%	
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	65.3%	
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	54.8%	

Part 2: Management Information Measures Performance Data

Building safety		Outturn	Benchmarking (Housemark TSM year-end, 2024/25)	Social housing providers who are fully compliant
BS01	Proportion of homes for which all required gas safety checks have been carried out (%)	99.87%		41%
BS02	Proportion of homes for which all required fire risk assessments have been carried out (%)	100.00%		83%
BS03	Proportion of homes for which all required asbestos management surveys or inspections have been carried out (%)	100.00%		89%
BS04	Proportion of homes for which all legionella risk assessments have been carried out (%)	100.00%		84%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out (%)	100.00%		76%
RP01	Proportion of homes that do not meet the DHS (%)	0.26%		7%
ASB			Outturn	Benchmarking (Housemark TSM year-end, 2024/25)
NM01 (1)	Number of ASB cases opened, per 1000 homes		106.0	
NM01 (2)	Number of ASB cases that involve hate incidents, per 1000 homes		0.4	
Repairs		Outturn	Benchmarking (Housemark TSM year-end, 2024/25)	
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale	89.12%		
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale	99.96%		

Complaints		Outturn	Benchmarking (Housemark TSM year-end, 2024/25)
CH01 (1)	Number of stage 1 complaints received per 1000 homes	52.79	
CH01 (2)	Number of stage 2 complaints received per 1000 homes	7.71	
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's complaint handling code timescales (%)	94.5%	
CH02 (2)	Proportion of stage 2 complaints responded to within the Housing Ombudsman's complaint handling code timescales (%)	79.7%	

TSM Scores – City of Lincoln

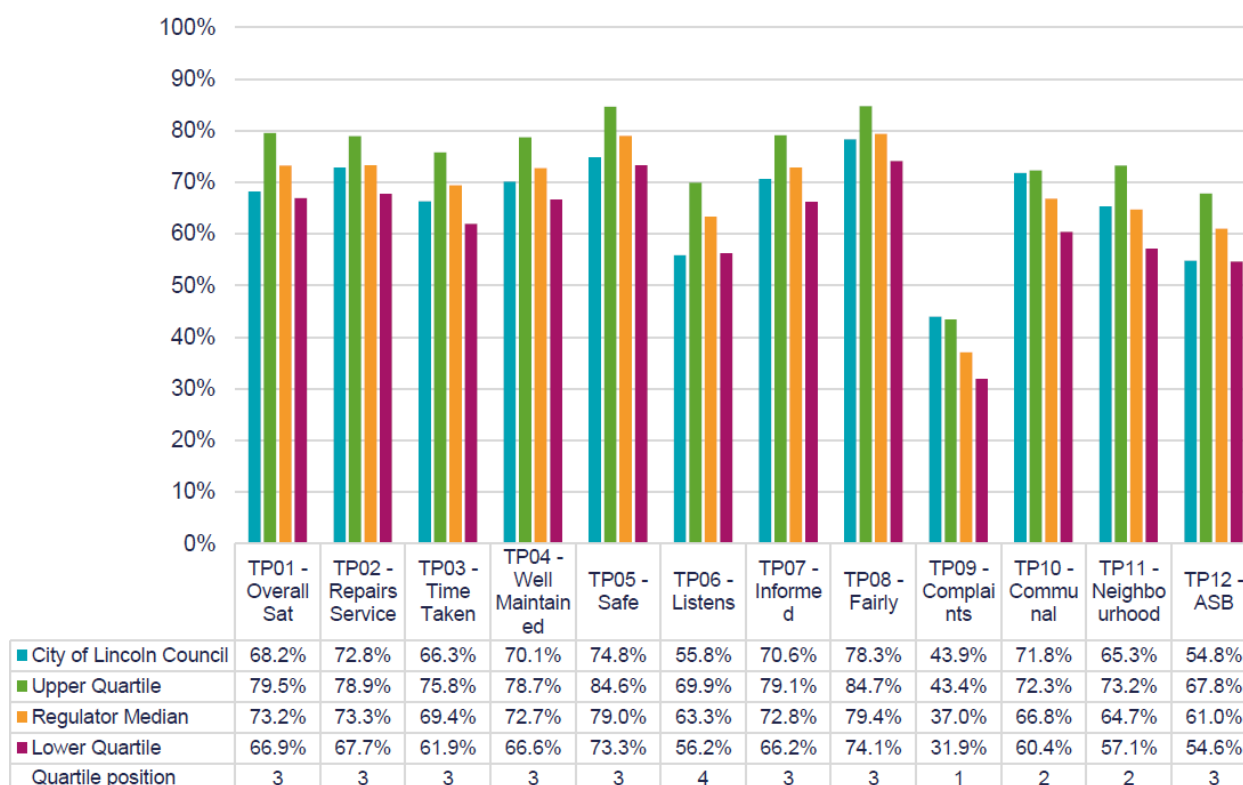
Ref	Question	2024/25	Previous year (2023/24)	Difference (+ / -)
TP01	Overall satisfaction	68.2%	71.0%	-2.8%
TP02	Repairs service overall	72.8%	74.9%	-2.1%
TP03	Speed of repairs	66.3%	68.0%	-1.7%
TP04	Home is well-maintained	70.1%	72.7%	-2.6%
TP05	Home is safe	74.8%	75.1%	-0.3%
TP06	Listens to views and acts	55.8%	59.8%	-4.0%
TP07	Keeps tenants informed	70.6%	67.8%	+2.8%
TP08	Treats tenants fairly and with respect	78.3%	76.5%	+1.8%
TP09	Complaint handling	43.9%	37.3%	+6.6%
TP10	Communal areas are clean and well-maintained	71.8%	74.6%	-2.8%
TP11	Contribution to neighbourhood	65.3%	69.0%	-3.7%
TP12	ASB handling	54.8%	53.5%	+1.3%

Benchmarking Regulator of Social Housing 2023/24

At the end of last year, The Regulator issued the results from all landlords completing their TSM returns, and these results can be used to compare against the results from the Council's survey. Although there is a lag in this full data set and is comparing 2023/24 data instead of the more recent 2024/25 data it is worth noting the Council's result in the wider context and presenting this information for comparison next year to examine direction of travel.

Low Cost Rental Accommodation (LCRA)

This chart compares the Council's results against all social landlords that submitted data based on LCRA.



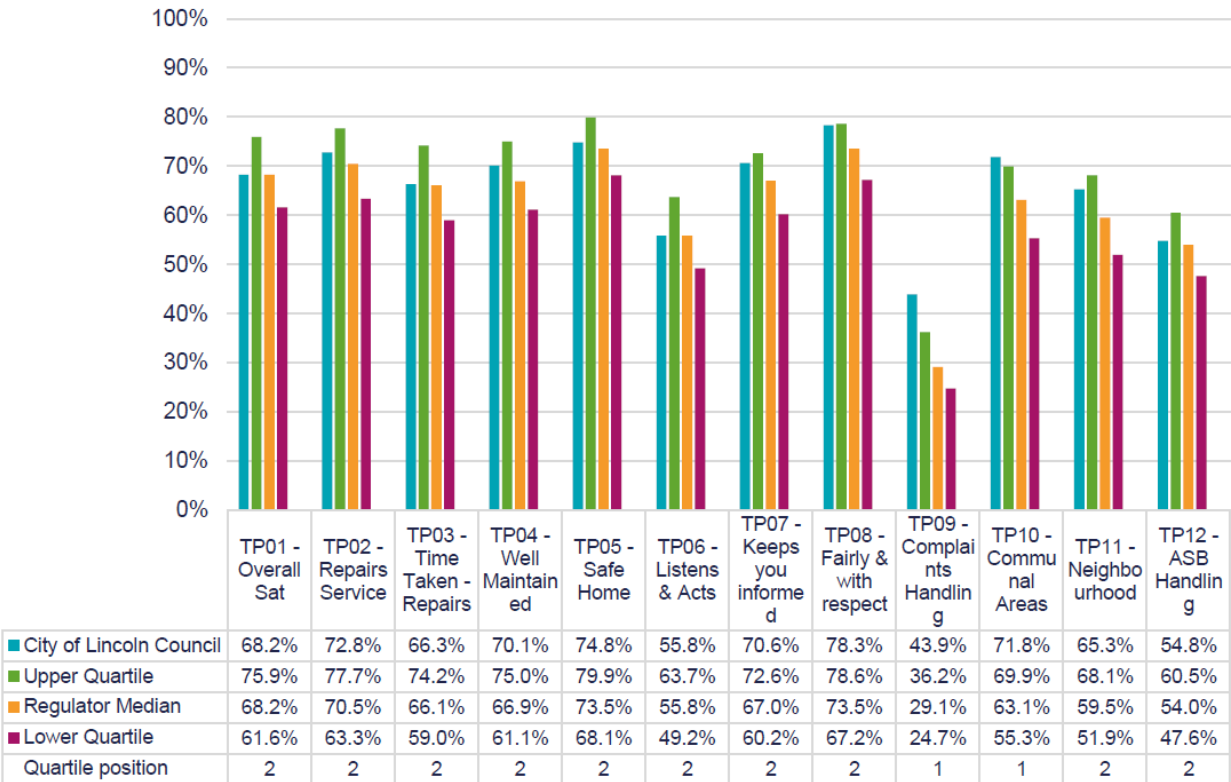
Satisfaction with complaint handling at the Council sits above the upper quartile figure, 0.5p.p above the upper quartile.

The chart shows that the Council compares well with two other measures falling between the regulator median and the upper quartile. These are for communal areas and neighbourhood contribution.

The remaining measures fall into the third quartile, including overall satisfaction which is only 5p.p away from the Regulator median. The listens and acts metric is the only satisfaction measure for Council that is below the lower quartile by 0.4p.p.

Local Authorities

The Council’s results can also be benchmarked against other local authorities. The chart below shows the differences between the quartile positions of measures in 2024/25.



The Council compares very well against this group, with all measures above the Regulator median. Two measures, the handling of complaints (43.9%) and the upkeep of the communal areas (71.8%), are in the top quartile, with the remaining ten measures, including overall satisfaction, in the second quartile